

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
September 14, 2006

Hello. My name is Ian Jones. I would like to start by talking about the relay. I understand that a lot of people have a variety of signing skills, and a lot of hearing people have different accents and I certainly understand that. My concern with the relay is that sometimes talking about the video phone or AIM in terms of third-party responses, there's a very big difference. Sometimes they'll be trying to understand what the hearing person is saying on the other side in terms of the VRS call. They'll say that the access is very difficult to understand. Sometimes interpreters will be focusing so hard on trying to hear what's being said that they forgetting that I'm there as their consumer and they are ignoring me. They need to tell me they don't understand the English and then I can take control of the -- then I can take control of the call, you know, ask them to speak more clearly. I think there are some poor or weaker signers that may need more training.

Secondly in terms of captioning, you know, in terms of NASCAR, I love NASCAR, I love the racing industry. NBC decided to host the NASCAR races from time to time. And I'm grateful that they do. But, you know, it's a very large company, but it has very poor quality of caption presence. Sometimes -- presentation. Sometimes they don't provide it, sometimes they do. It gets all messed up and it's garbled and I really think they should improve that. Thank you very much.

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